

Colorado's No Wrong Door Efforts: Solving the Puzzle of LTSS

Tim Cortez, Colorado Department of Health
Care Policy and Financing



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Our Mission

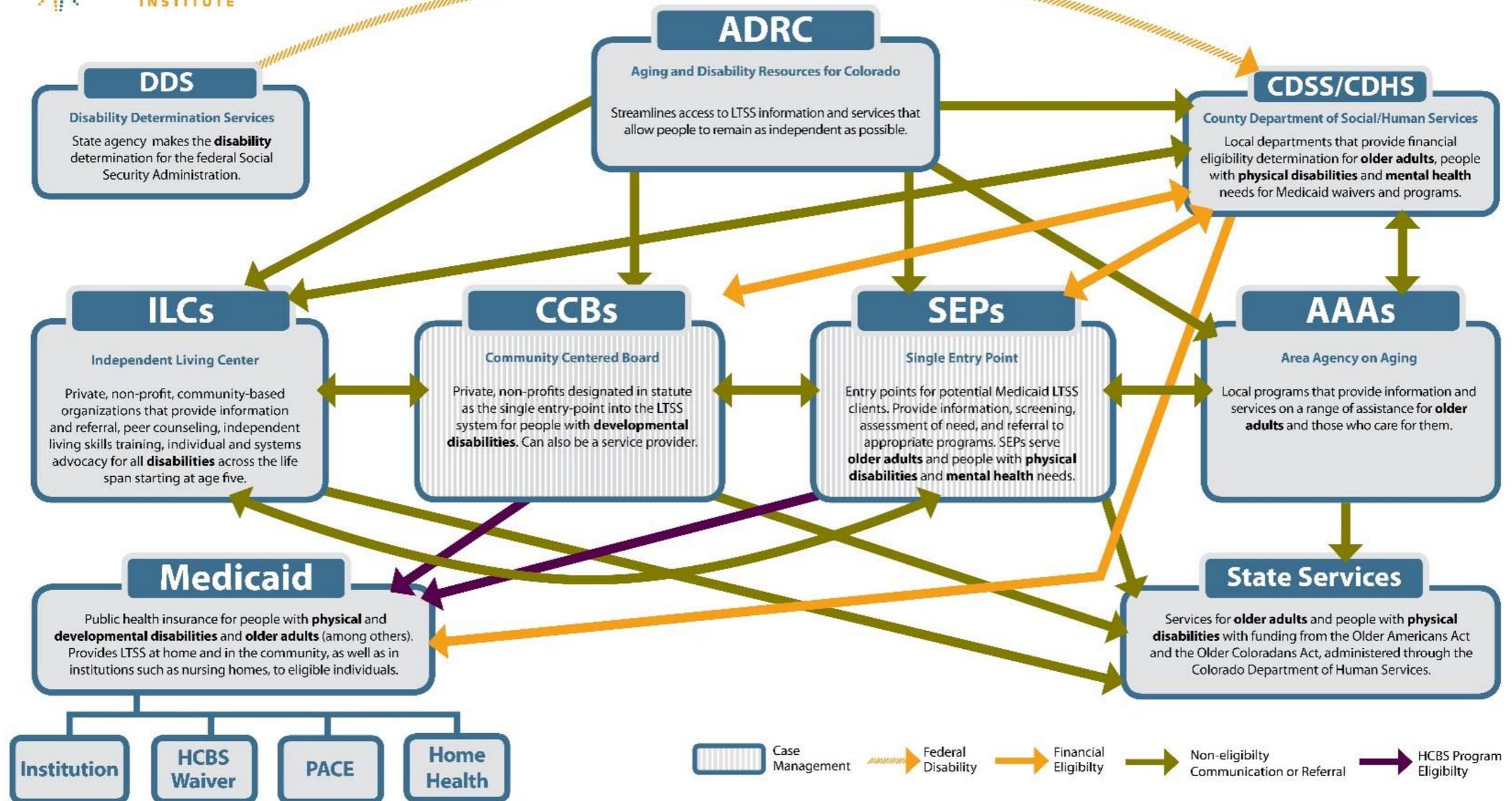
Improving health care access and outcomes for the **people** we serve while demonstrating sound stewardship of financial **resources**



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LTSS Puzzle: The Status Quo



SOURCE: Analysis by Tasia Sinn, Senior Analyst, Colorado Health Institute



Feedback from NWD Focus Groups

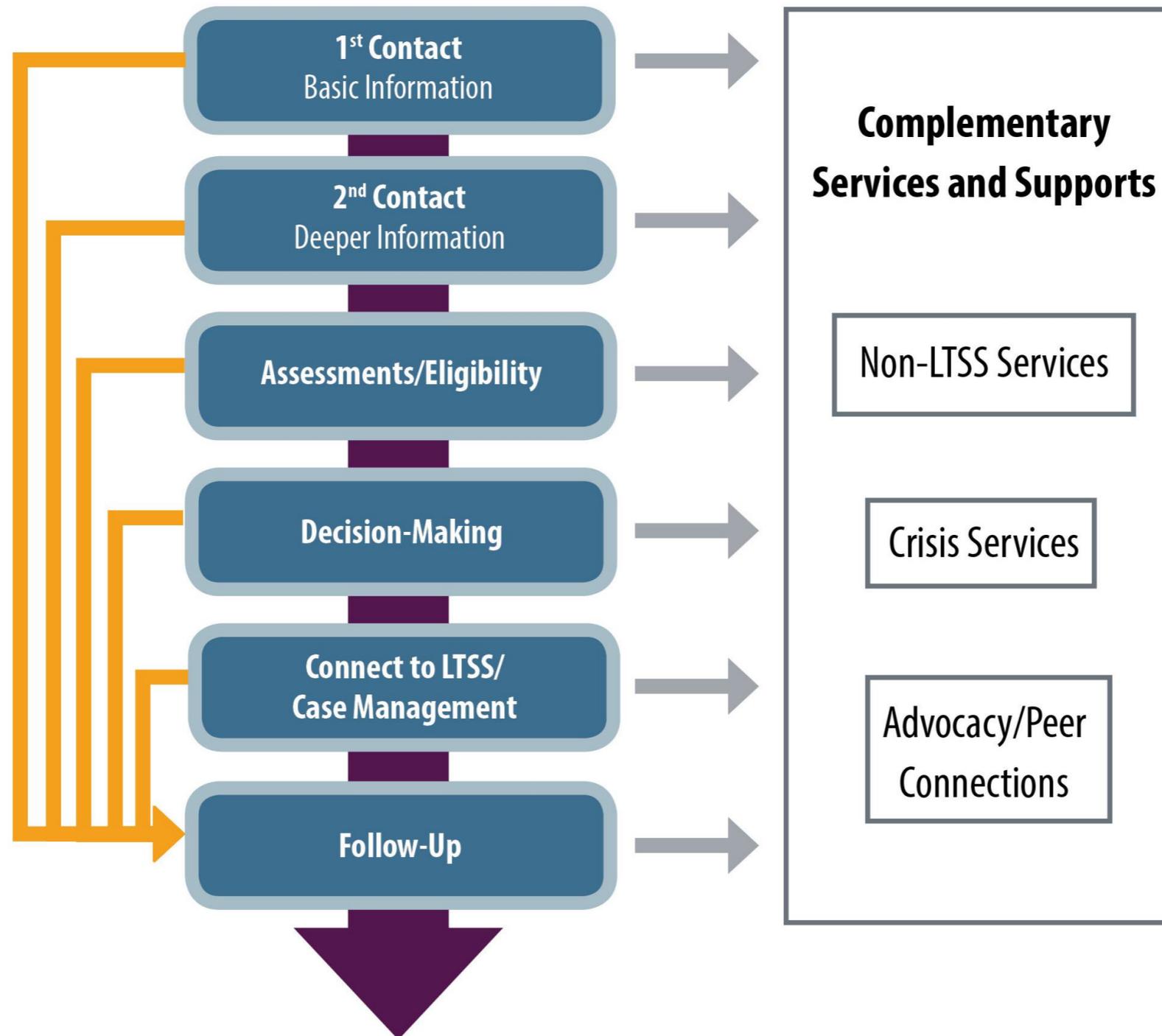
- Lost, alone, not in control
- Retelling the same story
- Long process, delays
- Overloaded with paperwork
- Transitions are difficult



- Lack of information about what is available at other agencies
- Regulatory restrictions
- Powerlessness
- Unmanageable workload
- Emotional toll



Client's NWD Experience



Today's Agenda

- **Background:** How we got here
- **Colorado's NWD Plan:** Where we are
- **Implementation:** Where we go from here
- **Questions and Feedback**



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Background



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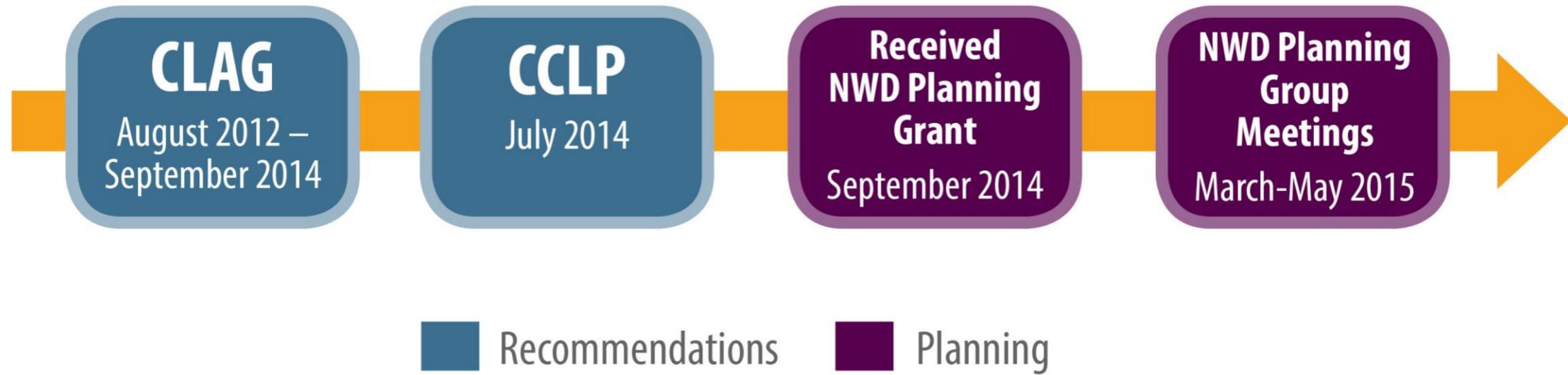
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Recent Recommendations

- Community Living Advisory Group (CLAG)
 - Create comprehensive access points for all LTSS
- Colorado's Community Living Plan (CCLP)
 - Accurate, timely and consistent information about service options in Colorado
 - Transition from long-term care facilities and hospitals
 - Diversion from long-term care facilities



Timeline



Colorado's NWD Plan



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Vision

Coloradans with disabilities and older adults can easily obtain comprehensive information and streamlined access to personalized supports and services that promote dignity, respect and freedom of choice from wherever they enter the system.



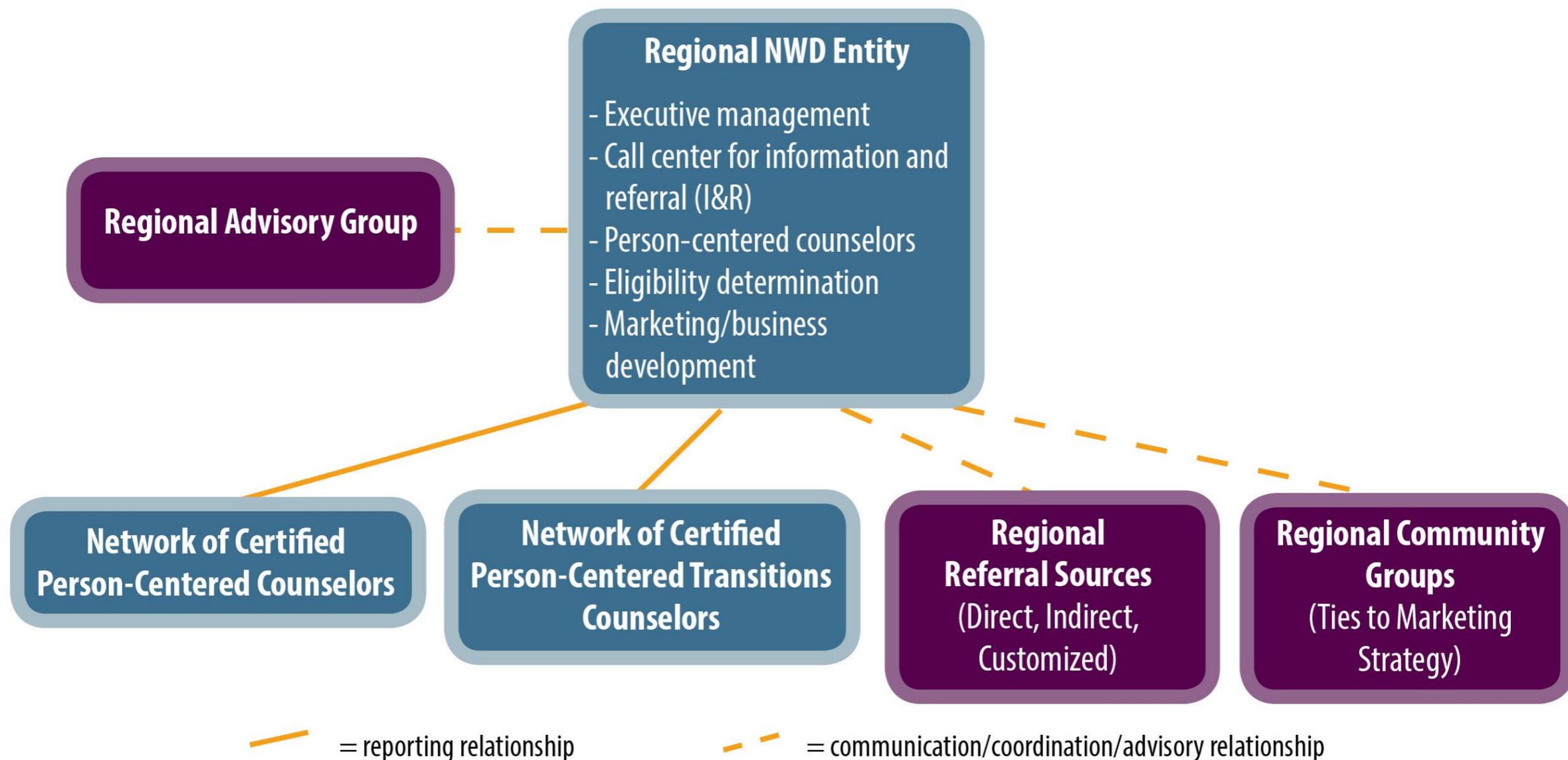
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Six Functions of Colorado's NWD System



NWD on the Ground



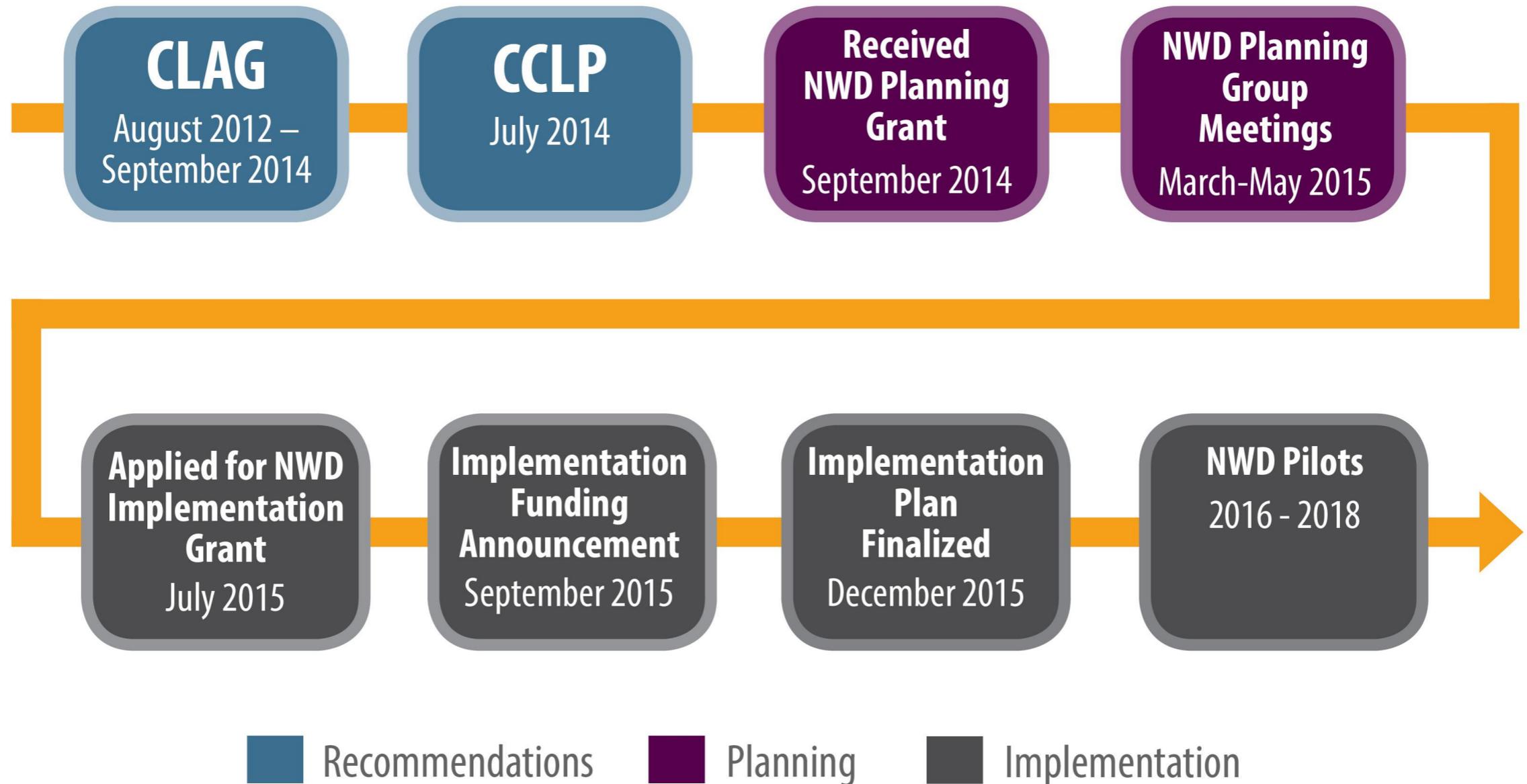
Implementation



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Timeline



What's Next?

- Awarded 3-year implementation grant
- Colorado's proposal: 3 NWD pilot programs
- Pilot selection process:
 - RFP will be released early 2016
 - Selection will occur late spring
- Selection criteria include
 - Partnerships, self assessment, leveraging funds, stakeholder engagement and letter of commitment



Plan Performance

- Measuring outcomes
 - Creating metrics that monitor quality and identify barriers
- Process improvement
 - Stakeholder experience and feedback for continual improvements

Questions and Feedback



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What Does This Mean For...

- Agencies
- Clients and caregivers
- Advocates
- Community members

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We want to hear from you.



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Thank You!



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